



DukeHealth

Population Health Management Office

2019 Year in Review





DukeHealth

Population Health Management Office



2019 | A Year of Growth

Mission

Partner with patients, providers, payers, and communities to measurably improve health outcomes through results-driven care management, evidence-based practice support, and actionable data analytics.

Vision

Connected patients, **empowered** providers, **healthy** communities.

Thank you for another amazing year!

Dear Friends & Colleagues:

Last November, PHMO celebrated its 3-year anniversary. The transformation to value has shown no signs of slowing down. Just look at a few milestones we achieved in 2019:

In January, we added a new contract to the PHMO portfolio: **Blue Premier**, a new shared-risk model that provides quality bonuses and shared savings for providers that can effectively drive quality and manage the total cost of care for Blue Cross Blue Shield of North Carolina (BSBCNC) members.

Later in the year, the PHMO team began preparing for the launch of **Experience Health**, a Medicare Advantage plan that broke new ground as a collaboration between Duke Health and BSBCNC. Experience Health will offer its members cutting-edge Care Support services, connecting patients to one-on-one care through the **DukeWELL team**, including a new **Health & Wellness** service line aimed at keeping healthy patients healthy.

The **PHMO Geriatrics team** launched the **SNF 3-Day Waiver**, which helps patients with care transitions by reducing the requirements for longer inpatient stays. The **Data & Analytics team** went live with several new tools throughout the year that will help providers stay connected with their patients outside of the practice, including tools to simplify treatment of health risks and expanded hospital alerts.

DukeWELL Care Management expanded in services offered, as well as staff size. We increased our efforts to support providers and patients at the place of care, noting that **Embedded Care Management** improves outreach and coordination, patient adherence to care plans, and improved quality of life. To fill these and other new positions, PHMO held its first Job Fair in 2019 to search for experienced RNs and LCSWs to fill our growing ranks, so we can continue to provide valuable services to our patients and connect them to healthcare resources.

These are only a few of the ways PHMO grew in 2019, and this year's Annual Report will highlight many others. I am confident that when we look back after our 5-year and 10-year anniversaries, we will continue to be in awe of the achievements that lay behind us and the opportunities that await us. May our success continue in 2020!

Warmest Regards,



Devdutta Sangvai, M.D., M.B.A

Executive Director & Vice President of Population Health Management



CONNECTED PATIENTS

The PHMO Vision starts with “Connected Patients.” A dynamic team of healthcare professionals make patient-centered care the highest priority every day, improving the patient experience—directly or indirectly—with an interdisciplinary approach across the health system.



Care Management

DukeWELL Care Management services connect patients directly with experienced clinicians, including registered nurses, licensed clinical social workers, dietitians, and pharmacy technicians. This one-on-one support helps patients navigate the healthcare community, follow care plans, understand and adhere to medication regimens, and get additional support with a variety of care needs, including social drivers of health.

The DukeWELL staff works directly with patients who have complex conditions such as:

- Heart disease & heart failure
- High blood pressure
- Diabetes
- Lung disease / COPD
- Asthma
- Kidney disease

These services are available at no extra cost for patients with select coverage through Medicare, Medicaid, and some private insurers.

2019 By the Numbers

Patients Served

Medicare: **8,711**

Medicare Advantage: **6,975**

Blue Premier: **5,538**

Duke Select/Duke Basic: **5,113**

Cigna: **522**



Pharmacy Services

DukeWELL clinical pharmacists and pharmacy technicians provide support and advice to providers and their patients with the goal of improving medication adherence and safety. Clinical pharmacists conduct chart reviews daily and give providers recommendations for improving medication adherence and drug safety in complex patients. Pharmacy technicians provide support for patients directly in the home, obtaining accurate medication histories and addressing any barriers that may prevent patients from taking medicine as directed.

In 2019, DukeWELL Pharmacy Services were able to reach more patients with an expanded geographic service area, including embedded staff on location in Kinghtdale.

2019 By the Numbers

Medication recommendations
delivered to providers: **421**

Unique patients served: **722**

Pharmacy technician home visits: **74**

Specialty Case Review

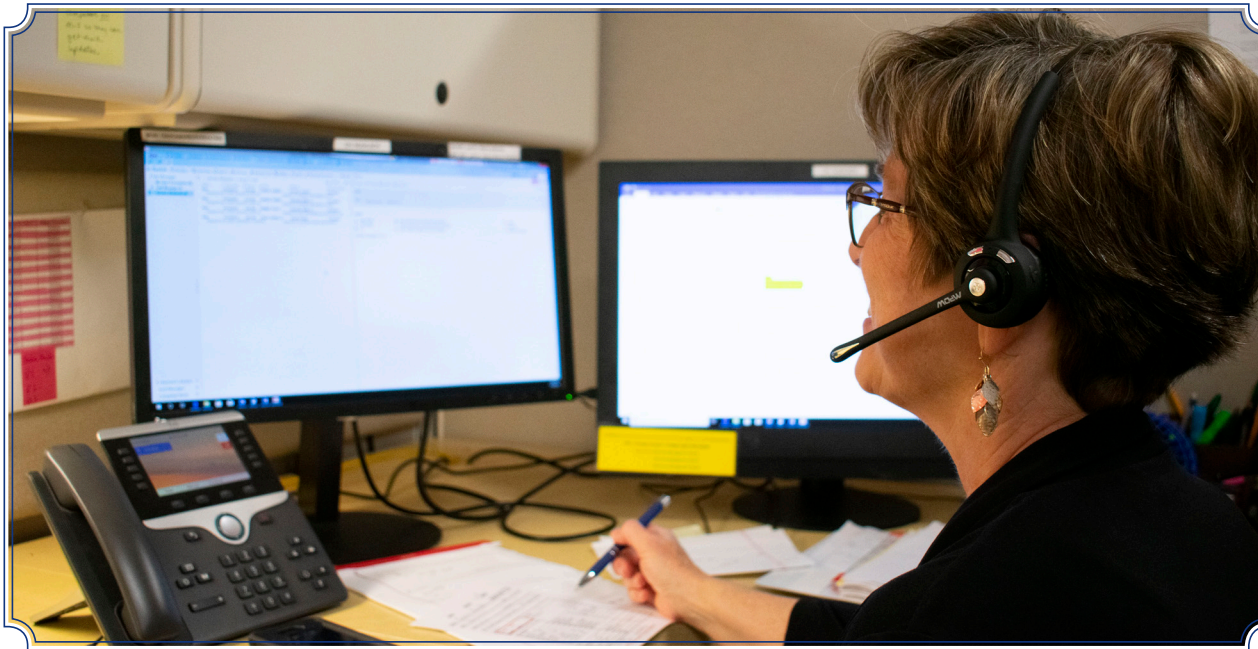
Duke Health specialists across seven clinical specialties form the core of DukeWELL Specialty Case Review, a virtual consult program that supports primary care providers to improve the health and quality outcomes of their patients. The team works toward timely recognition and early prevention to delay or prevent complications from chronic disease. With support from DukeWELL clinical pharmacists and care management staff, specialists review patients at high risk of complications and offer clinical recommendations to providers. When a case review reveals the need for care coordination, a team member provides the appropriate follow-up services as well. Patients are identified for review via risk reports developed by specialists as well as through ambulatory referrals placed by primary care providers and DukeWELL care managers.

In 2019, the Specialty Case Review began developing services in two new specialties—Pediatrics and Psychiatry—offering even more opportunities to positively impact the lives of our patients' lives.

2019 By the Numbers

Cardiology: **166**
Endocrinology: **380**
Geriatric Medicine: **155**
Nephrology: **295**
Palliative Care: **55**





Duke Health Resource Center

When it joined PHMO in 2018, the Duke Health Resource Center added to the many connections we have with patients. Now, identified cohorts of patients discharged from any Duke Hospital—Duke University Hospital, Duke Regional Hospital, and Duke Raleigh Hospital—can receive one-on-one engagement post-discharge to ensure they understand their discharge instructions and have established connections to primary or recovery care. The Resource Center provides coordination, inbound and weekend call support, and discharge support.

2019 By the Numbers

Discharges Successfully Contacted

Duke University Hospital: **10,634**

Duke Regional Hospital: **4,223**

Duke Raleigh Hospital: **4,326**

Contact Outcome

Care Management Follow-up: **1,937**

Clinical Provider Follow-up: **1,113**

Home Health Follow-up: **1,912**

Medication Intervention: **4,782**

Patient Reported Symptoms or Problems: **4,382**

Quality, Education, & Staff Training (QuEST)

The QuEST Team provides training for PHMO staff to meet the dynamic needs of documentation quality standards by ensuring accuracy and consistency and identifying areas of inefficiency. This team of veteran DukeWELL Care Managers and Care Specialists leads orientation and onboarding for new staff, and they develop ongoing concurrent staff development and training based on trends and ad hoc needs.

The QuEST team also collaborates with the PHMO Data & Analytics team to generate internal audit reports to ensure adherence to best practices and internal standard operating procedures, such as the proper use of Epic SmartPhrases, adequate recording of patient notes, and appropriate work loads for all staff.



Redesigning the PHMO Onboarding Process

When PHMO created the QuEST team in March of 2019, one of the first challenges from leadership was to develop a unique onboarding program for new staff. With many new hires expected throughout a year of immense growth, the QuEST team sought to ensure that each new staff member reflected a consistently high standard of work, as well as a work culture that encouraged inclusivity among all staff. The team considered best practices from Duke Health and the rest of the industry and weaved in principles from other influential sources, such as the Duke Office of Institutional Equity, to create a new PHMO 101 Onboarding Program.

The focus is on hiring the right people and embracing the PHMO Mission and Vision, while always pointing back to the individual's role in the entire department's success. The program lasts for the first five weeks of employment and includes one-on-one support from a chosen preceptor and regular check-ins with colleagues from various teams across PHMO.

"The onboarding has been the best I've had at Duke, you all have your own spin and it feels very warm. It's wonderful when you are coming to work, you all set the tone. I appreciate what I'm supposed to do and I know what is going to be expected of me. This is the feeling the training you are supposed to have when you start a new job, I feel like you all may embody the Duke values and I feel I have to bring my best self going forward after my first week at DukeWELL."

—Dara Brown, DukeWELL Care Coordinator

EMPOWERED PROVIDERS

With 3,900 primary care providers, specialists, nurse practitioners, and physician assistants in the Duke Connected Care network, PHMO recognizes that empowering providers to deliver state-of-the-art quality care offers one of the surest pathways to achieving the other 2/3 of the PHMO Vision: connected patients and healthy communities. Every member of the PHMO team is focused on supporting practice staff at the practice level, whether through evidence-based and actionable insights from data analytics and QI support.

Data & Analytics

Two modern innovations—Electronic Health Records and Data Science—combine to provide the analytics and risk capture power that drives much of what PHMO does, both to empower providers and to connect patients. The Data & Analytics team consists of a diverse and talented group of developers, analysts, engineers, administrators, technicians, and architects. Together, they use cutting-edge analytics software to deliver actionable data that leads to more patients getting connected to the services they need and more providers empowered to deliver care that works.

2018 Medicare Quality Reporting

Medicare Shared Savings Program Quality Score: **93%**

Clinical quality measures reported: **31**

High Scores:

ACO2 *How Well Your Providers Communicate*: **95%**

ACO13 *Screening for Future Fall Risk*: **97%**

ACO30 IVD: *Use of Aspirin or Another Antiplatelet*: **95%**



Provider Relations

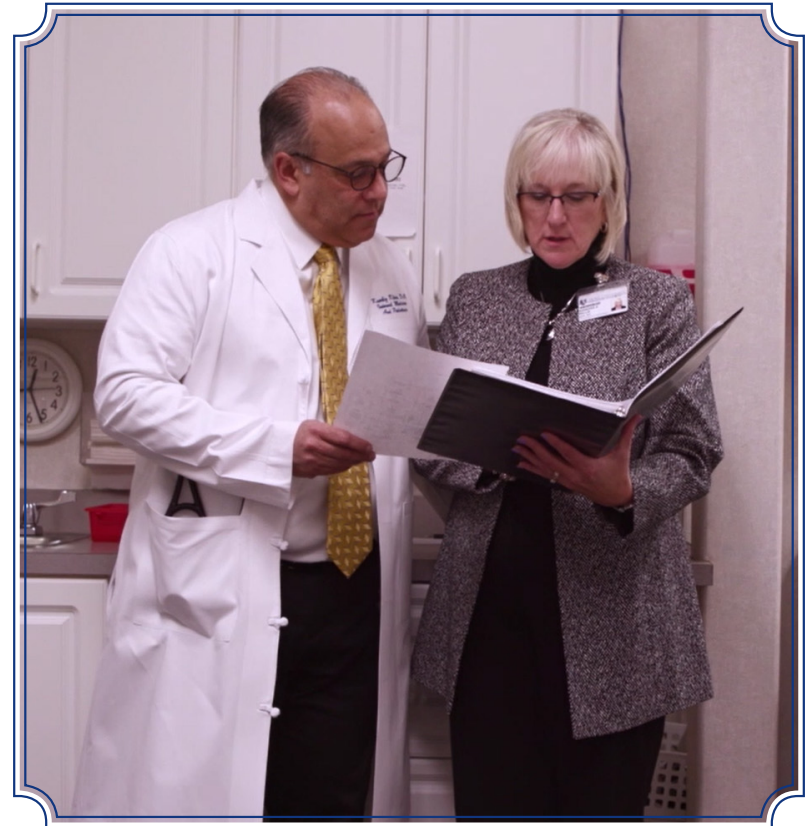
On the ground, clinically-trained Physician Liaisons (PLs) meet with practice staff regularly to provide direct support. The Duke Connected Care network includes independent community providers in addition to Duke providers. Through face-to-face engagements, PLs help providers understand and act on quality and performance data, streamline workflows to promote higher-quality care, and facilitate secure data sharing between Duke and community providers using Duke MedLink.

In 2019, the Provider Relations team partnered with other PHMO team members to launch a focused effort on providing specialized care for geriatrics patients. This included the creation of the HOPE in Primary Care initiative. HOPE (Health Optimization Program for Elders) is a collaboration between Duke Health and its community providers that aims to strengthen our collective capacity to meet the complex care and social needs of the growing older adult population, which includes coaching for Quality Improvement projects and training that focuses on teambuilding and communication skills to increase inter-professional collaboration on behalf of older patients with high risk needs.

They also made recommendations regarding EMR enhancements to facilitate more efficient documentation and promote awareness of patient conditions to all care team members. Notable accomplishments this year include adding tobacco use and other health screenings to flowsheets and provider notes for increased visibility and increased the use of the fecal immunochemical test (FIT) for colon cancer screening.

2019 By the Numbers

Practice engagements: **263**
Sites connected to Duke MedLink: **640**
Duke Medlink Users: **1965**



HEALTHY COMMUNITIES

PHMO prepares the network for the future of healthcare. A joint collaboration between hospitals and physicians, PHMO coordinates care for hundreds of thousands of patients, including both Medicare and Medicaid beneficiaries, private insurance members, and uninsured patients. PHMO effectively identifies and addresses cost and utilization challenges for member populations across the greater Triangle area. Under the PHMO umbrella, the Duke Connected Care (DCC) Clinically-Integrated Network (CIN) brings together the entirety of Duke Health and over a dozen independent community practices.

In 2019, PHMO continued to grow in its provider network, adding new independent community providers, and its member base, with the inclusion of two new Medicare Advantage plans.

Duke Connected Care

Duke Primary Care

Duke University Health System

Beckford Avenue Medical Center
Blue Ridge Dermatology Associates (NEW!)
Carolina Family Health Centers, Inc
Cary Children's Clinic (NEW!)
Chapel Hill Pediatrics & Adolescents
DLP Maria Parham Medical Center
DLP Maria Parham Physician Practices
DLP Wilson Physician Practices
Internal Medicine of Wakefield (NEW!)
Lincoln Community Health Center
North State Medical Center
Primary Medical Care
Roxboro Internal Medicine & Pediatrics
Roxboro Medical Associates
Southpoint Family Medicine
Southwest Durham Family Medicine
Starlight Pediatrics
Sundar Internal Medicine Associates
Triangle Community Physicians
Vance Family Medicine
Western Wake Pediatrics
Wilson Medical Group (NEW!)

2019 By the Numbers:

Accountable Lives: **277,250**

Medicare: **25%**

Duke Select/Duke Basic: **26%**

Blue Premier: **24%**

Medicare Advantage: **14%**

Blue Ridge Dermatology Joins DCC

"We saw that healthcare was moving toward a model of accountable care. We have always strived to provide excellent care, but we want to ensure that we stay current with all the changes and improve communication for the benefit of our current and future patients."

- Lavanya Nagaraj, MD



Community Care OF NORTH CAROLINA *Northern Piedmont Community Care*

Northern Piedmont Community Care (NPCC) provides patient care support for NC Medicaid recipients, helping ensure even the most vulnerable populations receive state-of-the-art patient-centered care. In 2019, NPCC increased both in its population of accountable lives and its offerings of care management services.

Originally conceived as the Durham Community Health Network—a community-based managed care program for Medicaid enrollees—Northern Piedmont Community Care (NPCC) has grown into a network of adult and child primary care practices, community health centers and public health departments spanning eleven counties.

2019 By the Numbers

Participating Practices: **90**
Patient Enrollment: **75,195**

Durham: **41,302**
Franklin: **5,281**
Granville: **7,466**
Person: **5,226**
Vance: **14,647**
Warren: **1,273**

HOPE Skilled Nursing Facility Collaborative

Duke Health and DCC created the HOPE Skilled Nursing Facility Collaborative to develop a coordinated approach to better care at skilled nursing facilities (SNFs) across the state. Over two dozen member facilities have joined the collaborative and agreed to work closely with Duke Health toward the shared goal of providing better care for our patients.

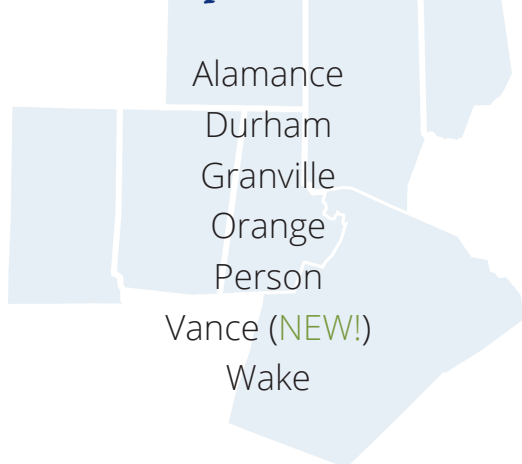
SNFs in HOPE participate in regular meetings to exchange best practices and address key objectives, including improving rates of scheduling and showing up for primary care appointments within 14 days of discharge from their facility, utilization of the Duke Health Transfer Center for ED transfer to Duke Hospitals, and transitions from Duke Hospitals to their SNFs through implementation and use of the Duke MedLink electronic medical record portal.



3-Day Waiver

In the Spring of 2019, providers participating in DCC began using the 3-Day Rule Waiver with seven SNF Affiliates within the HOPE Skilled Nursing Facility Collaborative. The Medicare Shared Savings Program (MSSP) SNF 3-Day Rule waives the requirement for a 3-day inpatient hospital stay prior to a Medicare-covered, post-hospital, extended care service for eligible MSSP beneficiaries. This allows for patients to receive the right care, at the right place, at the right time. The initial use of the waiver applies to MSSP patients seen at DUHS for knee and hip replacements.

Participant Counties



2019 By the Numbers

SNF Participants: **25**
Medicare-certified beds: **2,644**

Local Access To Coordinated Healthcare (LATCH)

PHMO provides services for some of the most vulnerable individuals under the LATCH program. For years, LATCH has connected under- and uninsured Durham County residents to healthcare services, including primary care, specialty services, public assistance, and community resources, all at no cost to the patient.



SSI/SSDI Outreach, Access, and Recovery (SOAR)

In addition to providing DukeWELL Care Management services, the LATCH program also includes a Disability Services team that helps patients improve their chances of qualifying for disability benefits using SSI/SSDI Outreach, Access, and Recovery (SOAR), a national program designed to increase access to the disability income benefit administered by the Social Security Administration (SSA) for eligible patients.

In 2019, LATCH staff represented PHMO at the following events:

- Latino Health Roundtable
- Partnership for a Healthy Durham Steering Committee
- Partnership for a Healthy Durham Access to Care Committee
- Partnership for a Healthy Durham Access to Care CHW Workgroup
- Partnership for a Healthy Durham Access to Care Health Education Workgroup 1
- Spanish language Community Health Assessment Survey Development Meeting
- Community Health Assessment Surveys
- NC Get Covered

2019 By the Numbers

Direct patient contacts (phone or email): **6,282**

In-person contacts: **476**

Number of unique patients who received services aimed at addressing social drivers of health: **740**



Community Relations & Outreach

To realize one of the pillars of the PHMO Vision—healthy communities—the Community Relations & Outreach team maintains and builds new partnerships with Community Based Organizations (CBOs) to engage community leaders, expand PHMO’s presence within the community, and drive improvement in our patients’ health and social outcomes.

Part of this effort includes the development of a robust network of CBOs. Specific areas of focus include developing referral workflows and creating a picture of community needs and gaps in Durham, Vance, Granville, Person, and Wake counties. The team works internally to ensure that patient-facing staff members are trained effectively to leverage the CBO network and deploy community resources appropriately.

PHMO participates in the community health assessments of various counties, including Durham and Wake, and the multi-agency collaboratives that work on 3-year goals based on the assessment priorities. These partnerships include the Partnership for a Healthy Durham (healthydurham.org), Live Well Wake (livewellwake.org), and the NC DHHS Healthy Opportunities pilot program.



NCCARE360

The PHMO Community Relations & Outreach team also participates in the NCCARE360 Advisory Council. NCCARE360 (nccare360.org) is a statewide network that connects healthcare providers to human services organizations and CBOs. As a result of this collaboration, DukeWELL Care Managers will be able to connect patients to services related to social drivers of health and track progress of referrals.

LEADERSHIP TEAMS & GOVERNANCE



DukeHealth

Population Health Management Office

Executive Leadership Team

Devdutta Sangvai, MD, MBA

Tuwana Cash Garrett

Atalaysha Churchwell, PhD, LPC, LCAS

Daniel Costello, MPA

Marcie Fuson

Fred Johnson, MBA

Tara Kinard, MSN, MBA, RN, CCM, CENP (NEW!)

Andrea Long, PharmD

Michelle Lyn, MBA, MHA

Mary Schilder, RN

Benjamin Smith, PharmD, BCACP, CPP, BCGP

Coretta Smith, MSN, RN, CCM

Jennifer Smith (NEW!)

Travis Washburn, MSA

John Yeatts, MD, MPH (NEW!)

Executive Director and Vice President of Population Health Management

Manager, Human Resources

Director, Population Health

Chief Operating Officer

Operations Manager

Director, Medicaid Accounts

Associate Chief Nursing Officer

Population Health IT Lead

Lead, Community Initiatives & Strategy

Senior Director, Analytics Customer Solutions

Director, Population Health Pharmacy Services

Director, Population Health

Director, Marketing Communications

Finance Manager

Chief Medical Officer

PHMO/DCC Operating Committee

John Anderson, MD, MPH (Chair), Family Medicine; Chief Medical Officer, Duke Primary Care

Holly Biola, MD, MPH, FAAFP, Family Medicine; Chief of Family Medicine, Lincoln Community Health Center

Harry Phillips, MD, FACC, Cardiology; Chief Medical Officer, Duke Network Services & Duke LifePoint Healthcare

Jennifer Perkins, MD, MBA, Endocrine Oncology, Endocrinology; Medical Director, Duke Access Services

John Paat, MD, Internal Medicine; Associate Chief Medical Officer, Quality & Safety, Private Diagnostic Clinic PLLC

John W. Ragsdale III, MD; Family Medicine; chief of the Division of Family Medicine

PHMO/DCC Operating Committee Continued...

David E. Attarian, MD; *Orthopaedic Surgery; Chief Medical Officer, Private Diagnostic Clinic, PLLC*

Elizabeth Long, *Chief Operating Officer, Duke Primary Care*

Lawrence H. Greenblatt, MD; *Internal Medicine; Medical Director, Duke PHMO*

Marvin Swartz, MD; *Psychiatry*

Edward Cooner, MD; *Internal Medicine*

Momen Wahidi, MD, *Pulmonary Medicine, Chief Medical Officer, Duke Patient Revenue Management Organization (PRMO)*

Heidi K. White, MD; *Geriatric Medicine*

Paul J. Mosca, MD, PhD, MBA; *General Surgeon, Surgical Oncology*

Diana Cardona, MD; *Pathology*

Fabian Stone; *Associate Vice President, Revenue Cycle & Health Information Management*

Lesley H. Curtis, PhD; *Chair, Duke Department of Population Health Sciences*

David Ming, MD; *Pediatric Hospital Medicine*

Rajan T. Gupta, MD; *Radiology*

Kevin Shah, MD, MBA; *Internal Medicine; Associate Chief Medical Officer, Innovation & Improvement, Duke Primary Care*

Ziad Gellad, MD, MPH; *Gastroenterology*

Bert Beard, *Chief Executive Officer, DLP Maria Parham*

Abrahan Chaparro, MD, *Chief Medical Officer, Carolina Family Health Centers, Inc.*

Michael Lipkin, MD; *Private Diagnostic Clinic, PLLC*

Pharmacy Council

Benjamin Smith, PharmD, CPP, BCGP (**Chair**); *Manager, Pharmacy, Duke PHMO*

Eugenie Komives, MD; *Senior Medical Director, Duke PHMO*

Lawrence Greenblatt, MD; *Medical Director, Duke PHMO*

Paul Bush, PharmD, MBA; *Chief Pharmacy Officer, Duke University Health System*

John Ragsdale, MD; *Medical Director, Duke Family Medicine*

Udobi Campbell, PharmD, MBA; *Associate Chief Pharmacy Officer, Duke University Health System*

Aaron Will, PharmD; *Associate Chief Pharmacy Officer, Duke University Health System*

Daniel Costello, MPA; *Chief Operating Officer; Duke PHMO*

Mark Herring, PharmD; *Manager, Specialty Pharmacy Accreditation and Patient Assistance Program; Duke University Health System*

Kevin Shah, MD, MBA; *Associate Chief Medical Officer, Innovation & Improvement, Duke Primary Care*

John Anderson, MD, MPH; *Chief Medical Officer, Duke Primary Care*

Fred Johnson, MBA; *Network Director, Medicaid*

Pharmacy Council Continued...

John Paat, MD, MBA; *Chief Private Diagnostic Clinic, PLLC*

Christina Crosby; *Strategic Services Associate, Private Diagnostic Clinic, PLLC*

Yolanda Williams, PharmD, PhD; *Clinical Pharmacist, Duke PHMO*

Victoria Lee Jackson, PharmD, BCACP; *Express Scripts*

Atalaysha Churchwell, MS, LPC, LCAS; *Director, Population Health, Duke PHMO*

Patrick Gregory, PharmD, BCPS, CDE; *Clinical Pharmacist, Duke PHMO*

Duke Connected Care

Board of Managers

Devdutta Sangvai, MD, MBA (**Chair**); *Duke University Health System*

John Anderson, MD, MPH; *Duke Primary Care*

Francis Aniekwensi, MD; *Beckford Avenue Medical Center, PA*

Solomon Aronson, MD, MBA; *Private Diagnostic Clinic, PLLC*

Kombiz Klein, DO; *Triangle Community Physicians, PA*

Michael Lipkin, MD; *Private Diagnostic Clinic, PLLC*

Thomas Owens, MD; *Duke University Health System*

Payer Strategy Subcommittee

William Schiff, MBA (**Chair**); *Private Diagnostic Clinic, PLLC*

David Attarian, MD; *Private Diagnostic Clinic, PLLC*

Patrick McCall, MBA; *Duke University Health System*

Rebecca McHenry; *Private Diagnostic Clinic, PLLC*

Thomas Owens, MD; *Duke University Health System*

Stuart Smith; *Duke University Health System*

CIN Development & Credentialing Subcommittee

Harry Phillips, MD, FACC (**Chair**); *Duke University Health System*

John Anderson, MD, MPH; *Duke Primary Care*

David Attarian, MD; *Private Diagnostic Clinic, PLLC*

David Ming, MD; *Duke University Health System*

Drew O'Donnell, MD; *Duke Primary Care*

Thomas Owens, MD; *Duke University Health System*

Theodore Pappas, MD; *Private Diagnostic Clinic, PLLC*

Devdutta Sangvai, MD, MBA; *Duke University Health System*

Ronald Stahl, MD; *Duke LifePoint Healthcare*

Performance Improvement Subcommittee

John Paat, MD, MBA (**Chair**); *Private Diagnostic Clinic, PLLC*

John Anderson, MD, MPH; *Duke Primary Care*

Holly Biola, MD, MPH, FAAFP, *Lincoln Community Health Center*

Jonathan Bae, MD; *Duke University Health System*

Michael Lipkin, MD; *Private Diagnostic Clinic, PLLC*

Eric Poon, MD, MPH; *Duke Primary Care*

Devdutta Sangvai, MD, MBA; *Duke University Health System*

Cary Ward, MD; *Private Diagnostic Clinic, PLLC*



Leadership Team

Devdutta Sangvai, MD, MBA; *Executive Director, Duke Population Health Management Office*

Fred Johnson, MBA; *Network Director*

Michelle Lyn, MBA; *Division Chief, Duke Division of Community Health*

Lawrence Greenblatt, MD; *Medical Director*

Tom Koinis, MD; *Associate Medical Director*

Elizabeth Landolfo, MD; *Associate Director for Pediatrics*

Executive Management Committee

Lawrence Greenblatt, MD; *Director, DCHN Chronic Care Program and Duke Outpatient Clinic*

Philip Harewood; *CEO, Lincoln Community Health Center*

Gayle Harris; *Director, Durham County Health Dept.*

Rob Robinson; *CEO, Alliance Behavioral Health*

Elizabeth Landolfo, MD; *Medical Director, Duke Children's Primary Care*

Michelle Lyn, MBA; *Chief, Duke Division of Community Health*

Sharon S. Rubin, MD; *Duke Primary Care Pickett Road*

Ed Cooner, MD; *Consulting Associate, Duke Primary Care*

Ben Rose; *Director, Durham County Department of Social Services*

Anthony Viera MD; *Chair, Duke Community and Family Medicine*

Matthew Barber, MD; *Chair, Duke Obstetrics and Gynecology*

Lynn Bowlby, MD; *Medical Director, Duke Outpatient Clinic*

Catherine Williamson Hardy; *Deputy Director, Durham County Department*

Katie Galbraith, MBA; *President Duke Regional Hospital*

Medical Management Committee

Pamella Aldridge; *Manager of Care Management, Durham Regional Hospital*
Howard Eisenson, MD; *Medical Director, Northern Piedmont Community Care*
Cynthia Cason; *Program Manager, Medicaid, Durham Department of Social Services*
Mohan Chilukuri, MD; *Durham Family Medicine*
Elizabeth Landolfo, MD; *Medical Director, Duke Children's Primary Care*
Frank DeMarco; *Clinical Operations Director, Duke Hospital Emergency Department*
Barbara Donadio; *Nurse Clinician, Duke Children's Primary Care*
Sarah Ellestad, MD; *Duke Obstetrics and Gynecology*
Yolanda Williams, PharmD; *Pharmacy Program Director, Northern Piedmont Community Care*
Hattie Wood; *Nutrition Services, Durham County Health Department*
Lawrence Greenblatt, MD; *Director, DCHN Chronic Care Program and Duke Outpatient Clinic*
Ron Halbrooks, MD; *Lead Physician, Duke Primary Care South Durham*
Phil Heine, MD; *Division Chief, Duke Maternal-Fetal Medicine*
Cindy Kosinski; *Practice Manager, Durham Family Medicine*
Betty Masten, MD; *Representative, Pediatrics, Lincoln Community Health Center*
Matthew Mathias, MD; *Medical Director, Triangle Family Practice*
Elaine Matheson, PNP; *Durham Pediatrics*
Bridget Mussler; *Practice Manager, Regional Pediatric Associates*
Tammie Shepherd; *Assistant Director of Patient Resources, Duke Hospital*
Ashwin Patkar, MD; *Duke Psychiatry and Behavioral Sciences*
Bruce Peyser, MD; *Duke Primary Care Pickett Road*
John Ragsdale, MD; *Medical Director, Duke Family Medicine*
Hope Richard; *Administrator, Duke GYN Clinic*
Sarah Rivelli, MD; *Duke Outpatient Psychiatry*
Sharon S. Rubin, MD; *Duke Primary Care Pickett Road*
John Schmitt, MD; *Duke Obstetrics and Gynecology*
Brian Shaner, MD; *Family Medical Associates*
Elizabeth Shinar; *Director, Clinical Social Work, Duke Department of Pediatrics*
Crystal Shoe; *Practice Manager, Triangle Family Practice*
Khalil Tanas, MD; *Medical Director, The Durham Center*
Bruce Wimberley; *Practice Manager, Duke Primary Care South Durham*
Suzanne Woods; *Program Director, Duke Pediatrics*



PHMO STAFF

Complex Care Management

Jennifer Edwards, BSN, RN
Ashley Barber, MSW, LCSW (NEW!)
Christie Bock, MSW, LCSW, LCAS, CCM (NEW!)
Amy Royals, MSW, LCSW, CCM (NEW!)
Ashley Nunnery, RN, CCM
Brenda Edwards, BSN, RN
Christina Kleinert, RN, CHPN
Donna Fowler, LPN
Fawn Hunt, RNC-OB, C-EFM
Heather Smiley, RNC-OB, C-EFM
Jennifer (Jen) Martin-Ellison, MSW, LCSW (NEW!)
Jennifer Putt, MSW, LCSW, CCM (NEW!)
Joy Long-Vidal, LPC
Julie Ramsey, MSN, RN, CNOR
Kristen Gerhart, BSN, RN, CCRN
Latechia Bryant, BSN, RN (NEW!)
Laura Piburn, MSW, LCSW (NEW!)
Lawanda Hopkins
Monica Elliott, BSN, RN
Patricia (Tricia) Keipper, MSW, LCSW, CCM (NEW!)
Sarah Lerner, BSN, RN, MPH
Sharon Harris, BSN, RN (NEW!)
Shelley Lewis, RN
Tiffany Ellis, BSN, RN, CPN
Vanetta Bonner, MBA, MSN, RN (NEW!)

Manager, DukeWELL Care Management Services
Care Manager - Team Lead
Care Manager - Team Lead
Care Manager
Care Manager
Care Manager
Care Manager
Care Coordinator
Care Manager
Care Manager
Care Manager
Care Manager
Care Manager
Care Manager
Care Coordinator
Care Manager
Care Manager
Care Manager
Care Manager
Care Manager
Care Manager

Data & Analytics

Alex Garcia (NEW!)
Andi Endriga
Cayla Cason, MHA (NEW!)
Elias Hicks
Eric Reilly

Senior IT Analyst
Senior Business Intelligence Developer
Senior IT Analyst
Senior Business Intelligence Developer
Database / Systems Administrator

Data & Analytics continued...

Janaki Narasimhappa
Pamela (Pam) Phillips
Sherry Johnson
Stephanie Brinson
Tony Jenkins (NEW!)
Tony Willms

Senior ETL Developer
Senior IT Analyst
Data Technician II
Data Architect, Reporting & Analytics Team Lead
Senior Population Health Analyst
Systems Architect, Data Engineering Team Lead

Disability Services

Candice Chilton, MSW
Malik (Deonte) Kennedy (NEW!)

Care Specialist
Care Specialist

Embedded Care Management

Jairus Owens
Jamilah Watson (NEW!)
Kristina Jones, MCSW, LCSWA (NEW!)
Leesha Brady, MED, LPC (NEW!)
Patricia (Pat) Bass, BSN, RN, CCM

Care Coordinator
Care Coordinator
Care Specialist
Care Manager
Care Manager

Engagement Center

Amia Bullard (NEW!)
C Trinetta Bowser
Cindy Covey
Danielle Foushee
Dara Brown (NEW!)
Janny Sanchez-Escolastico (NEW!)
Joshua Alexander, CHES (NEW!)
Laquanna Williams (NEW!)
Lusero Morales (NEW!)
Nakia Grace (NEW!)
Phyllis Haymer
Sharkita Torain
Shauntell Kenion (NEW!)
Shermica Thompson (NEW!)
Stephanie Aycock

Care Coordinator
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Care Coordinator

Tracy Carroll, MHA, ALA (NEW!)

Care Coordinator

Geriatrics & Post-acute Care

Geri Kanne, ANP-BC, GS-C

Heather Jacobson, MHA, MS, CCC-SLP

Nikki Webb, MSSW, LCSW, ACM-SW (NEW!)

Gerontological Specialist

Senior Planning & Strategic Services Analyst

Program Manager, Geriatrics

Health & Wellness

Lindsay Goolsby, MS, RD, LDN (NEW!)

Michelle Koeneke, MSW, LCSW, LCAS (NEW!)

Dietitian

Care Manager

LATCH (Local Access To Coordinated Healthcare)

LaKeyta Johnson (NEW!)

Andrea Locke

Peter Ahnert (NEW!)

Yholima Vargas-Pedroza

Manager

Care Specialist

Care Coordinator

Care Coordinator

Payer Quality

Ashley Coulson

Christie Cheek, BSN, RN (NEW!)

Brian McIndoo

Bridget Allen (Fox)

Brittany Torain

Ebony Jones (NEW!)

Jennifer (Jen) Kobischen (NEW!)

Kimberly (Kim) Haithcock

Kimberly (Kim) Hatcher

Kisha Robinson

Melyssa Daulton (NEW!)

Nakecila (Nikki) Sligh (NEW!)

Sekoy (SK) Donald

Shanequa Hall (NEW!)

Shannon Moran

Shirley Thomas (NEW!)

Care Specialist - Team Lead

Care Manager - Team Lead

Care Coordinator

Care Specialist

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Coordinator

Care Specialist

Care Coordinator

Care Coordinator

Payer Quality continued...

Stefanie Kelley

Stephanie Morrow (NEW!)

Care Coordinator

Care Coordinator

Pharmacy Services

Cindy Leslie Roberson, PharmD, BCACP (NEW!)

Holly Alvarado, PharmD, BCPS (NEW!)

Lee Jackson Carter, PharmD, BCACP

Patrick Gregory, PharmD, BCACP, CPP

Sean Kitson, CPhT

Shinita Monger, CPhT

Stephanie Yang, CPhT

Virginia McQuillan, CPhT (NEW!)

Yolanda Williams, PharmD, PhD

Clinical Pharmacist

Clinical Pharmacist

Express Scripts, Senior Clinical Account Executive

Clinical Pharmacist

Pharmacy Technician II

Pharmacy Technician II

Pharmacy Technician II

Pharmacy Technician II

Clinical Pharmacist

Program Management

Leslie Calihman Alabi, MHA

Cindy Haynes, MSA-PA, CHES

Jeaneen Beckham

Melissa Machtolff, CPC

Program Manager - Team Lead

Program Manager

Program Manager

Program Manager

Provider Relations

Melissa Sullivan, MHA, BSN, RN, CPPS (NEW!)

Anne-Marie Hawthorne, BSN, RN

Barbara Willis, BSN, RN, CCRN

Lorie Robertson, BSN, RN

Marlena Scarborough, MSN, RN

Michele Phillips, MBA, BSN, RN, CCM

Physician Liaison - Team Lead

Physician Liaison

Physician Liaison

Physician Liaison

Physician Liaison

Physician Liaison

QuEST (Quality Enhancement & Staff Training)

Katherine Fox, MA, LPC, LCASA

Judy Blalock, RN (NEW!)

Paula Lahar, BSN, RN, CCM

Tara Ilsley, MPH (NEW!)

Tashira McGill, MS

Manager, DukeWELL Process Enhancement, Staff Development & Training

Care Manager - OB Coordinator

Care Manager - Team Lead

Care Specialist

Care Specialist

Resource Center

Kenya Chavis Gomez, MSN, RN, CCM (NEW!)
Lauren Woods, MPA
Rhonda Spell, BSN, RN
Brittney Overcash, BSN, RN, CCM
Carmen Daniels-Bynum
Cynthia Bogey, MPH, BSN, RN, ACM
Gloria Copeland, BSN, RRT, RCP, RN
Karen Ginsburg, BSN, RN
Kelly Monsees, RN
Larrie Hughes
Marcia Lee
Margaret (Peggy) Gleason, RN, NHD
Mary Short-Scoggins
Maureen McVety, BSN, RN, CCM
Portia Wilson
Rita Massey-Bellamy
Ruth Slade, MSN, BSN, RN
Virginia Bass
Yvonne Hester

Manager, DukeWELL Patient Engagement Services
Care Coordinator - Team Lead
Care Manager - Team Lead
Care Manager
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Care Coordinator

Rising Risk Care Management

Eva Mihm, MSW, LCAS
Aquanetta Gifondorwa, MSW, LCSW (NEW!)
Arlen (Penny) Coleman
Barbara Murphy, BSN, RN
Centa Graves, BSN, RN (NEW!)
Deanna Glennon, MSW, LCSW, LCAS, CCM (NEW!)
Elizabeth (Leigh Ann) Wagner
Jonathan Black, MSW
Karen Miller
Karen Verhaeghe, MA, PSS, CCM
Kendra Lawrence, BSN, RN-BC (NEW!)
Krystal Hughes (NEW!)

Manager, DukeWELL Care Management Services
Care Manager
Care Coordinator
Care Manager
Care Manager
Care Manager
Care Specialist
Care Specialist
Care Coordinator
Care Specialist
Care Manager
Care Specialist

Rising Risk Care Management continued...

LaCresha Davis, MSCM, NCC, LPC, LCAS (NEW!)

Latoya Powers, BSW, MA (NEW!)

Megan Leet

Melissa Zuromski

Michelle Albaladejo, MA (NEW!)

Robin Beaudin, BSN, RN

Sharisse Potts, MSW, ACM-SW (NEW!)

Shayla Oliver (NEW!)

Sia Gattis

Stacie Dababnah (NEW!)

Tomislava (Tomi) Racic, RN, CCM

Angel Wheeler Carroll

Chelsea Smyth, MPH, RD, LDN

Ileana Vink, MPH, RD

Michelle Albaladejo, MA (NEW!)

Shayla Oliver (NEW!)

Medical Directors

Blake Cameron, MD, MBI

Carolyn Avery, MD, MHS (NEW!)

Cary Ward, MD

David Ming, MD

Gary Maslow, MD (NEW!)

Heidi White, MD

Jonathan Fischer, MD

Lawrence (Larry) Greenblatt, MD

Serena Wong, MD

Susan Spratt, MD

Pamela (Pam) Cohen

Support Services

Angel Romero Ruiz, MMC, CNM

Angelé Hodges (NEW!)

Brittany Barnes

Care Manager

Care Specialist

Care Specialist

Care Specialist

Care Specialist

Care Manager

Care Specialist

Care Coordinator

Care Specialist

Care Specialist

Care Manager

Care Coordinator

Dietitian

Dietitian

Care Specialist

Care Coordinator

Specialty Clinician - Nephrology

Specialty Clinician - Pediatrics

Specialty Clinician - Cardiology

Specialty Clinician - Pediatrics

Specialty Clinician - Psychiatry

Specialty Clinician - Geriatric Medicine

Specialty Clinician - Palliative Medicine

Specialty Clinician - Internal Medicine

Specialty Clinician - Geriatric Medicine

Specialty Clinician - Endocrinology

Care Specialist

Community Partnerships

Administrative Assistant

Program Coordinator

Christie Shepherd (NEW!)
 Diana Dasalla
 Dominique Bulgin, PhD(c), RN (NEW!)
 Ethel Clay
 Hawa Kahya Yildiz, MS
 Logan Cason, MA (NEW!)
 Marva Hinton (NEW!)
 Neiah Hunter (NEW!)
 Tammika (Tammi) Hill (NEW!)

Administrative Assistant
 Administrative Assistant
 NCSP Scholar
 Administrative Assistant
 Accounting Clerk
 Marketing & Communications Specialist
 Administrative Assistant
 Administrative Assistant
 Administrative Specialist

Congratulations to all of our incredibly talented staff for everything you do!

...and Thank You and Good Luck to the following staff who departed PHMO in 2019:

Abigail Rubio	Engagement Center	Care Coordinator
Alma Ramirez	LATCH	Population Health Resource Associate
Amy Burroughs	NPCC	Population Health Program Coordinator
Eugenie Komives	Leadership Team	Senior Medical Director
Hayley Coyle	Payer Quality	Population Health Specialist
Johanna Wilson	Rising Risk Care Management	Population Health Care Manager
Karthik Shyam	Leadership Team	Director, Marketing Communications
Maria Johnson	Leadership Team	Finance Manager
Maricela Caceres	NPCC	Population Health Specialist
Megan Griffin	Payer Quality	Population Health Resource Associate
Nadia Goldson	Leadership Team	Population Health Program Coordinator
Natalie Riggsbee	Engagement Center	Population Health Resource Associate
Nicholas Conde-Dudding	LATCH	Population Health Specialist
Quiana Miller Fischer	Engagement Center	Population Health Resource Associate
Sufanna Bernarduci	Resource Center	Case Manager
Susanna Murrie	NPCC	Population Health Care Manager
Tania Jaimes	NPCC	Population Health Resource Associate
Valerie Jarret	NPCC	Population Health Specialist
Sean McCauley	Health Maintenance	Care Coordinator

STAY IN TOUCH...

Websites

PHMO	phmo.dukehealth.org
DukeWELL	dukewell.org
Duke Connected Care	dukeconnectedcare.org
Northern Piedmont Community Care	npiedmontcc.org

Phone

PHMO General Inquiries	919.681.5576
PHMO Fax	919.660.0654
DukeWELL Care Management Referrals	919.660.WELL (9355)
Marketing and Communications	919.660.9638

Email

PHMO General Inquiries	dukephmo@duke.edu
DukeWELL General Inquiries	dukewell@duke.edu

Social Media

PHMO

facebook.com/DukePHMO
twitter.com/DukePhmo
youtube.com/channel/UCY1YYvJL2DRu1ICiHf2iitw
soundcloud.com/user-856668638 (NEW! for podcasts)
linkedin.com/company/dukephmo/

DukeWELL

facebook.com/DukeWELL-2331440887127997
twitter.com/DukeWELL1
youtube.com/channel/UCHt_1ADg0D9aZgCEnxJ9F5Q



Here's to another year of healthy communities...



...with BIG things on the horizon.



CONNECTED patients
EMPOWERED providers
HEALTHY communities